



Quick Guide

GT400 series

Thank you for purchasing this GT400 series barcode printer.

This quick guide is to help our customers who will be using GT400 series for the first time to learn its basic operation in a short time.

Please read this quick guide carefully to understand functions of GT400 series and use it property.

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Please make sure to use Sato brand-name parts (label, tug, ribbon).


Safety precautions

This chapter describes safety measures in using the printer.
Please read carefully before using the printer.


▲About the pictograms


This instruction manual uses various pictograms so that you can operate the printer safely, and prevent damage or injury. The indications and meanings are as follows. Please understand the description before reading the instruction.


 **Warning** It indicates a case where neglecting this indication and erroneous use may lead to death or serious injuries.

 **Caution** It indicates a case where neglecting this indication and erroneous use may lead to injuries or only to property damage.

Examples of the indications


 The \triangle sign means “what to be careful about.” Specific point to be careful about is described in the sign (the sign on the left cautions for electric shock).

 This \otimes sign means “what must not be done.” The specific prohibited point is described in or near the sign (the sign on the left prohibits disassembly).


 The \bullet sign means “what must be done.” The specific point to heed is described in the sign (the sign on the left tells you to pull out the plug from the outlet).

Warning


■Do not put it in an unstable place

-  Do not put it in unstable places such as shaky table, slanting or vibrating place. It may cause the equipment to drop or fall, leading to injuries.


■Do not put containers holding water, etc.

-  Do not put containers such as a vase or glass, holding water or chemicals, or small metals around the printer. In case water should be spilled or a metal should fall inside, immediately turn off the power, pull out the plug of the power cable from the outlet, and contact a sales outlet, dealer, or service center. In this case, continued use of the printer may cause a fire or electric shocks.

■Do not put foreign objects inside

-  Do not insert or drop anything metallic or flammable into the openings of the printer (the cable outlet or mounting hole of the memory cartridge). In case a foreign object should get inside, immediately turn off the power, pull out the plug of the power cable from the outlet, and contact a sales outlet, dealer, or service center. In this case, continued use of the printer may cause a fire or electric shocks.

■Use it only in the specified voltage

-  Do not use any other voltage but the specified power voltage (AC240V). Otherwise, it may cause a fire or electric shocks.



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Warning : This equipment complies with the requirements in Part 15 of FCC rules for a Class A computing device. Operation of this equipment in a residential area may cause unacceptable interference to radio and television reception requiring the operator to take whatever steps necessary to correct the interference. All rights reserved. No part of this document may be reproduced or issued to third parties in any form whatsoever without the express permission of SATO Asia Pacific Pte. Ltd. The materials in this document are provided for general information and are subjected to change without prior notice. SATO Asia Pacific Pte. Ltd. assumes no responsibilities for any errors that may appear.

GT400 series Basic specifications

The following is an abbreviated list of the GT400 series specifications. For a complete listing, please refer to Section 1 of the Operator and Technical Reference Manual.

Model:	GT408e/412e/424e
Print Method:	Thermal Transfer or Direct Thermal
Resolution:	8dppm/12dppm/24dppm
Max. Media Width:	128mm
Max. Print Width:	104mm
Max. Print Length:	2500/1500/400mm
Max. Print Speed:	300/300/150mm/s
Physical Size:	10.7"W x 17.9"D x 12.0"H 271mmW x 455mmD x 305mmH
Weight:	30.9lbs 14kg
Max. Media Roll OD:	10.4" 265mm(3-inch paper tube)
Label Sensing:	Eye-Mark, Gap, Notch or None
Ribbon:	1475ft 450m
Power:	100-240VAC, 3-1.5A, 50/60Hz
Environmental:	Operating: 32° to 104°F (0° to 40°C) Storage: 0° to 104°F (-20° to 40°C) Relative Humidity: 30 to 80% non condensing

Warning

Be sure to ground

- Be sure to connect the ground cable to the ground of the printer. If the ground cable is not connected, the printer may cause electric shocks.



How to handle the power cable

- Do not damage, break, or process the power cable. Also, putting heavy objects on it, heating or pulling it may damage the power cable and cause a fire or electric shocks.
- When the power cable is damaged (exposure of cable conductors, disconnection, etc.), contact a sales outlet, dealer, or service center. In this case, continued use of the printer may cause a fire or electric shocks.
- Do not process, forcibly bend, twist, or pull the power cable. If you keep using it, it may cause a fire or electric shocks.



Do not use the printer when it is in trouble

- If abnormality such as smoke or peculiar smell from the printer should occur, continued use of the printer may cause a fire or electric shocks. Immediately turn off the power, pull out the plug of the power cable from the outlet, and seek service from a sales outlet, dealer or service center. Customers should never try to fix it on their own, because it is dangerous.



Do not disassemble it

- Do not disassemble or alter the printer. It may cause a fire or electric shocks. Ask a sales outlet, dealer, or service center for checking, adjusting, or repairing the inside of the printer.



Cutter

- Do not insert a hand or objects to the cutter. It may cause injuries.



When it is dropped or damaged

- When the printer is dropped or damaged, immediately turn off the power, pull out the plug of the power cable from the outlet, and contact a sales outlet, dealer, or service center. In this case, continued use of the printer may cause a fire or electric shocks.



Handling head cleaning liquid

- The head cleaning liquid is flammable. Never heat it or throw it in fire.
- Keep it out of children's reach to avoid accidental consumption. Should this occur, consult a doctor immediately.



FCC WARNING

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTICE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution

■ Avoid humid storage areas

- Do not put the printer in a humid or condensing place. If condensation forms, immediately turn off the power, and do not use it until the condensation disappears. If you use it with condensation, it may cause electric shocks.



■ When moving the printer

- When moving the printer, be sure to pull out the plug of the power cable from the outlet, and check that the external cable has been disconnected. Moving the printer with the cable connected may damage the cables, and cause a fire or electric shocks.
- Do not move the printer with the paper set. The paper may fall, leading to injuries.
- When putting the printer on the floor or a table, be careful not to catch your foot or fingers under the printer.



■ Power supply

- Do not operate the power switch or handle the power cable with a wet hand. Operating or handling with a wet hand may cause electric shocks.



■ Power cable

- Do not put heating equipment close to the power cable. Otherwise, the coating of the power cable may melt and cause a fire or electric shocks.
- When pulling out the power cable from the outlet, be sure to hold the plug. Pulling it out by holding the power cable may result in exposure of the cable conductor or disconnection, and cause a fire or electric shocks.



■ Cover

- When opening/closing the cover, beware of getting your fingers caught. Also, hold the opening/closing cover well so that it may not slip and fall.



■ Printer head

- After printing, the printer head is hot. When replacing paper or cleaning immediately after printing, be careful not to burn yourself.
- Touching the edge of the printer head may cause injuries. When replacing paper or cleaning, be careful not to hurt yourself.



- Beware of injuries, burn injuries, or electric shocks when replacing the printer head.

■ Opening/closing the printer head

- When opening/closing the printer head, be careful not to catch any other foreign objects but paper. It may cause injuries or damage to the printer.



■ Setting the paper

- When setting the roll paper, be careful not to catch your fingers between the paper and the feed.
- Be careful not to hurt yourself when detaching the back cover of the fanfold through hole and attaching it.



■ Simplified cutter

- Simplified cutter is structured as a blade. Be careful not to cut yourself.



■ During extended periods of non usage

- If the printer is not used for extended periods of time, disconnect the power cable for safety.



■ Maintaining/cleaning

- When maintaining or cleaning the printer, first disconnect the power cable for safety.



Turning off the power

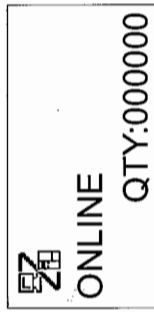
After checking that the printer operates normally, turn off the power. Do not suddenly turn it off. Check the following points to see if the power can be safely turned off.

▲ Check before turning off the power

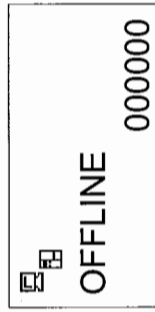
Always perform the following before turning off the power.

Make it offline

When turning off the power, check that it is OFFLINE. If "ONLINE" is shown on the display, it is ONLINE.



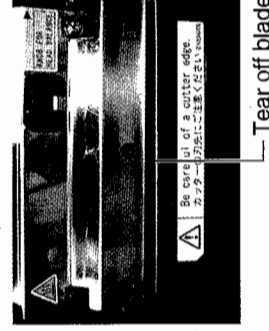
Make it OFFLINE. Press the **LINE** button. "OFFLINE" will appear on the display as below.



When you press the **FEED** button, the paper will be ejected. Cut off the sent paper.

How to cut the paper

Hold the paper, and lightly pull the paper diagonally downward (for standard model).



Notes on installation and handling

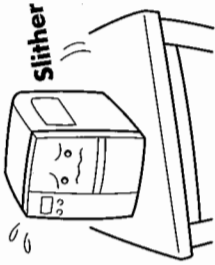
When installing and handling the printer, note the following points.

▲ Installation Tips

When installing this product, note the following points.

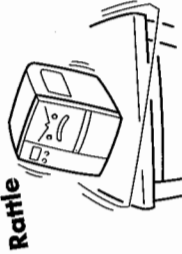
Place the printer in a level place

If installed in a rough or slanting place, quality printing will not be available. It may cause malfunction and shorten the life of the printer.



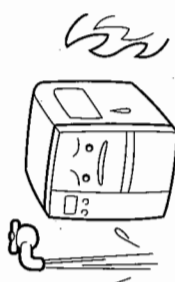
Use a stable platform

Use a stable platform. Also, do not carry the printer with the roll paper set, and do not rock the printer.



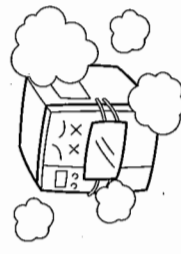
Avoid high heat and humidity

Do not install it in a place where it is high in temperature and humidity. High temperature and humidity may cause malfunction.



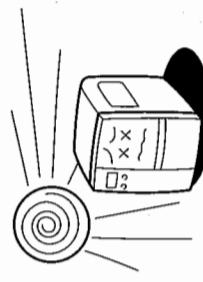
Avoid dust

Dust may deteriorate the quality of printing. It may not only cause malfunction but shorten the life of the printer.



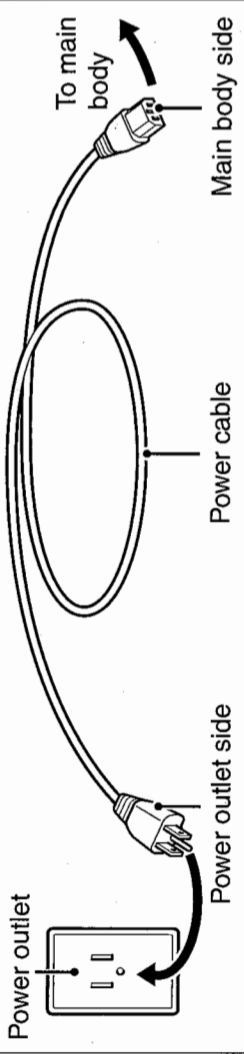
Avoid direct sunlight

Since this product is installed with optical sensors, direct sunlight may cause erroneous operation. Ensure that the cover is closed when printing.



▲ Power cable and outlet

Insert the attached power cable first to the main body, and then to the power outlet.

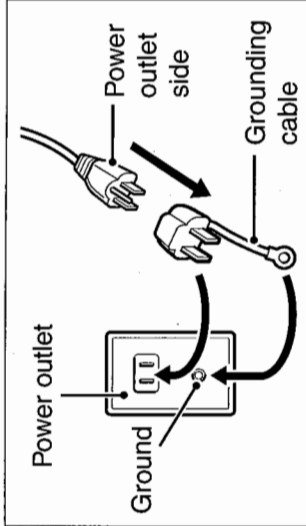


When the power outlet is 2-prong type, use the attached 2-prong adapter, and insert into the power outlet.



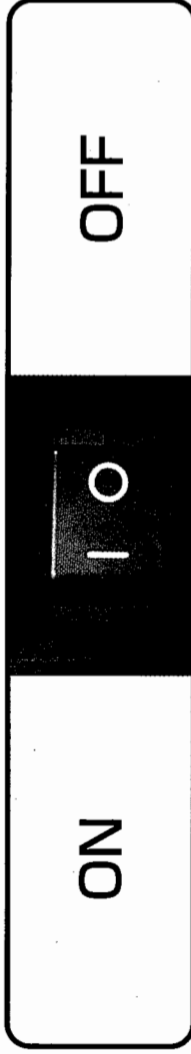
Warning

Always connect the grounding cable to the ground. Otherwise, electric shocks may occur.

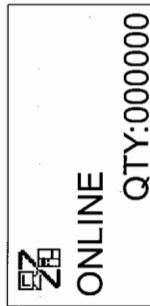


Turning on the power

Turn on the power with the switch on the front side of the main body. Press the side with "I".



When the power is turned on, the POWER lamp will light, and "ONLINE" will appear on the display.

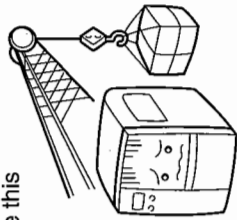


Caution

Do not operate the power switch or insert/pull out the power cable with wet hands. Otherwise, electric shocks may occur.

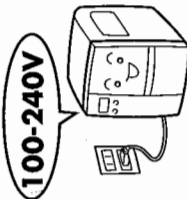
Do not place it near cranes or compressors

Equipment using large capacity of electricity, such as cranes and pressing machines, may cause electric noise or undervoltage. Since it may cause malfunction, do not place this product near that kind of equipment.



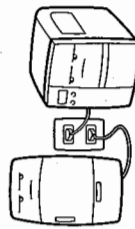
▲ Power supply

This product requires the alternator of AC100-240V.



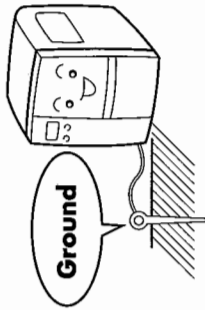
Supply electricity from the source

Do not supply electricity from the same power source as electric appliances, which consume a lot of power, such as a heater or refrigerator, or a power source nearby. It may cause malfunction due to undervoltage of the power supply.



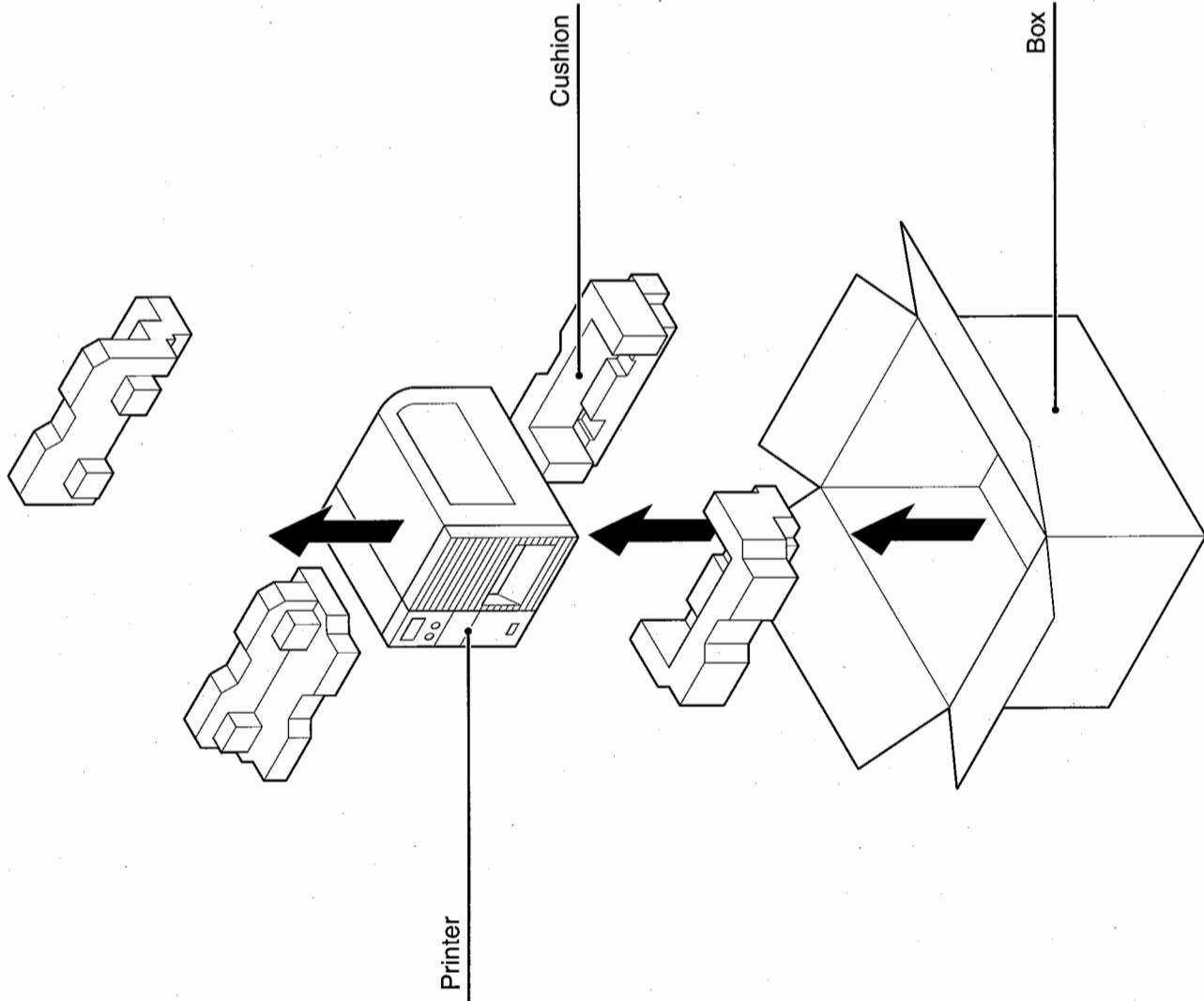
Always connect the ground cable

If there is not a grounding facility, please have it installed.



Unpacking the printer

This section describes the contents of the product.
First, unpack the printer and check the contents.



* The shape of cushioning material (cushion holding the printer) may be different.

Turning on the power

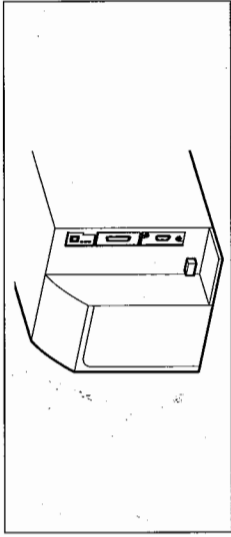
The setting procedure of the power cable and interface cable will be described.

Setting the power supply and interface cable

After installing the printer, set the power supply and interface cable as shown below.

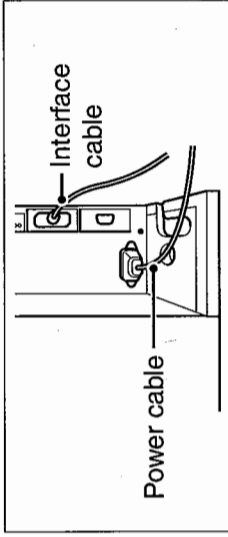
▲Power cable and interface cable

Press the catch of the cable cover, slide it sideways, and remove.

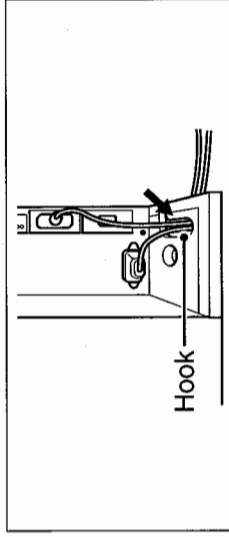


When inserting the power cord and interface cable into the printer, check the inserting direction.

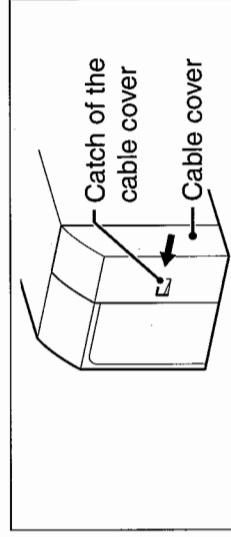
When inserting it into the printer, hold the printer with one hand and insert.



Pass the power cable and interface cable through the hook, and take it out from beneath.



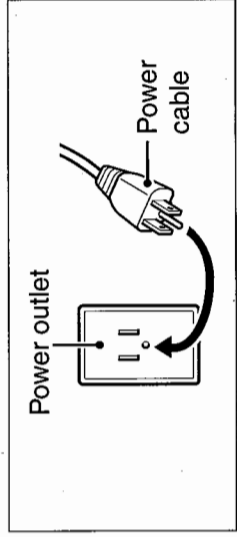
Press the catch of the cable cover, slide it sideways, and remove.



Connect the interface cable to the PC.

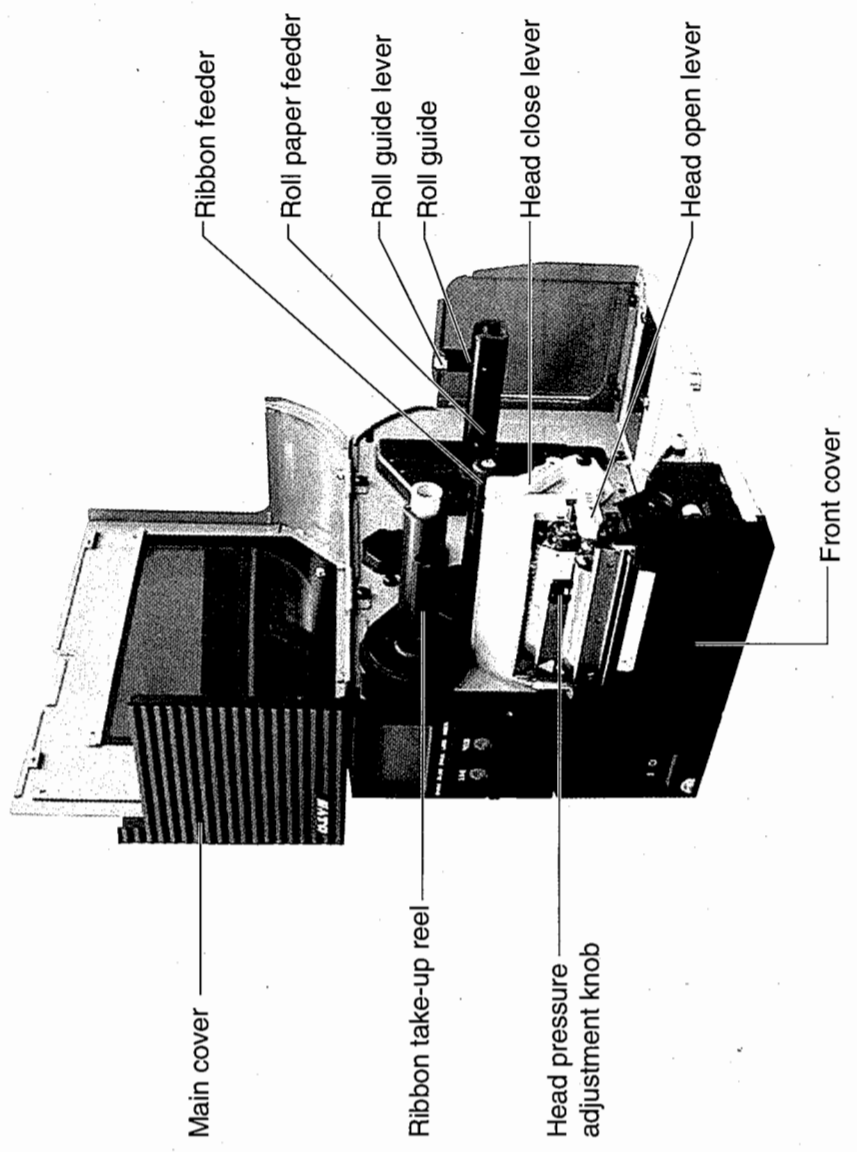
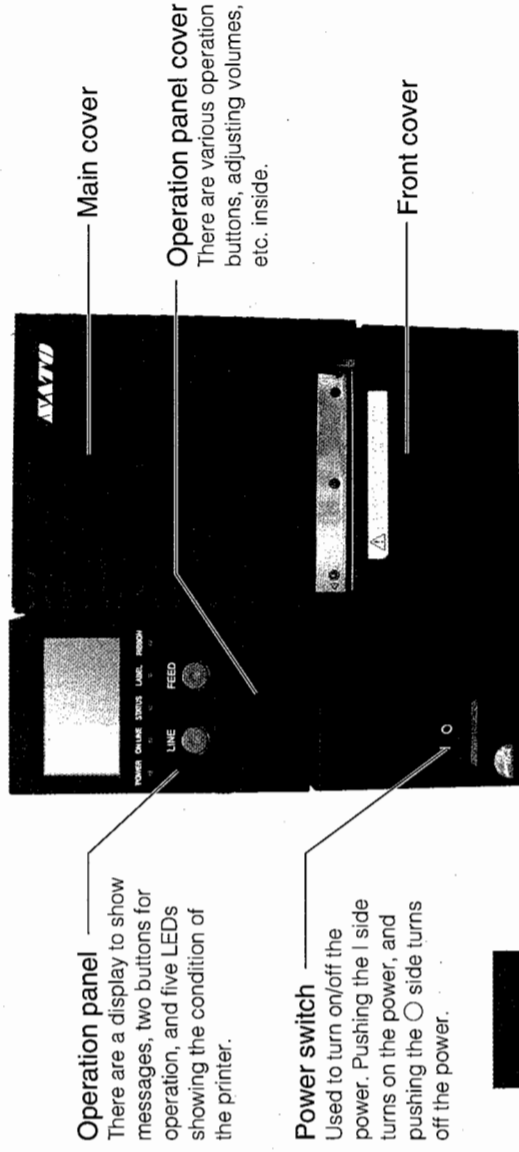
The shape of the attached plug is the 3-prong type, as shown in the illustration.

One of the three pins of the 3-prong type plug is for the ground.



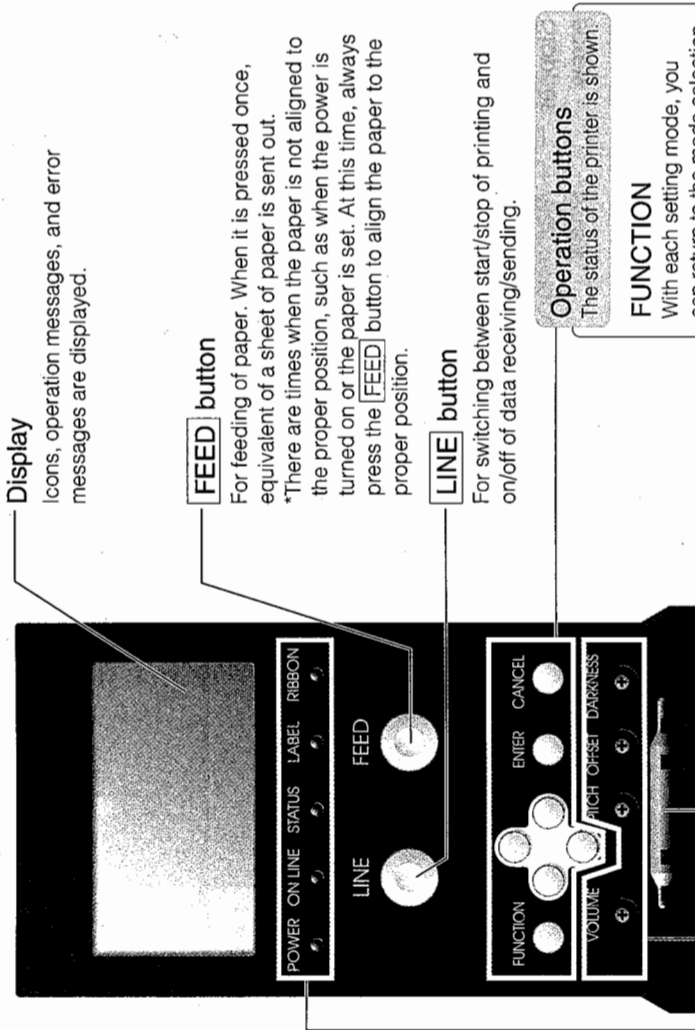
Names of various parts

▲ Printer main body



▲ Operation panel

Icons, operation messages, and error messages are displayed.



LED
The status of the printer is shown.

POWER
Lights up when the power is on.

ONLINE
Lights up when communication is available. Flashes when communication fails.

STATUS
When an error occurs, it lights up and flashes. When the printer is receiving/sending data, the Status LED flashes.

LABEL
When a paper error occurs, this indicator lights up and flashes.

RIBBON
When a ribbon error occurs, this indicator lights up and flashes.

Adjustment volume
Volume for service adjustment. Unless otherwise specified, do not change it.

Buzzer volume
For buzzer volume adjustment

PITCH
For adjusting print position

OFFSET
For adjusting the stop positions of the cutter, peeling, and tear off.

DARKNESS
For adjusting printing density.

Operation buttons
The status of the printer is shown.

FUNCTION
With each setting mode, you can return to the mode selection screen.

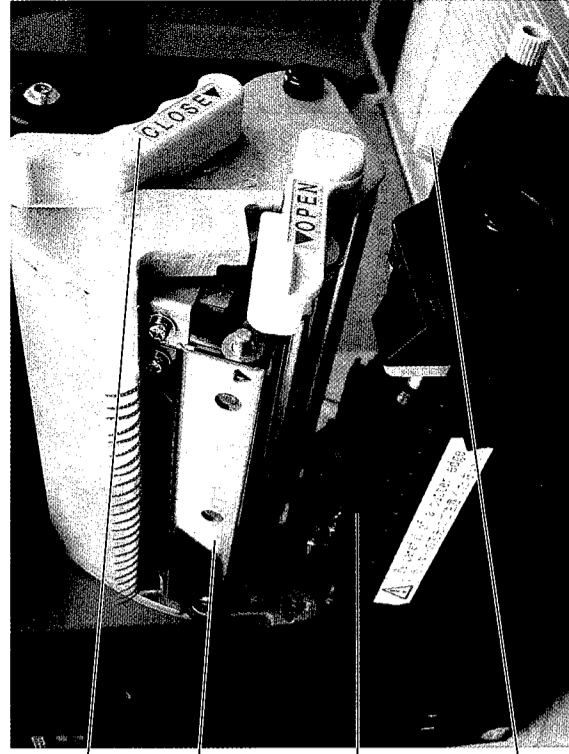
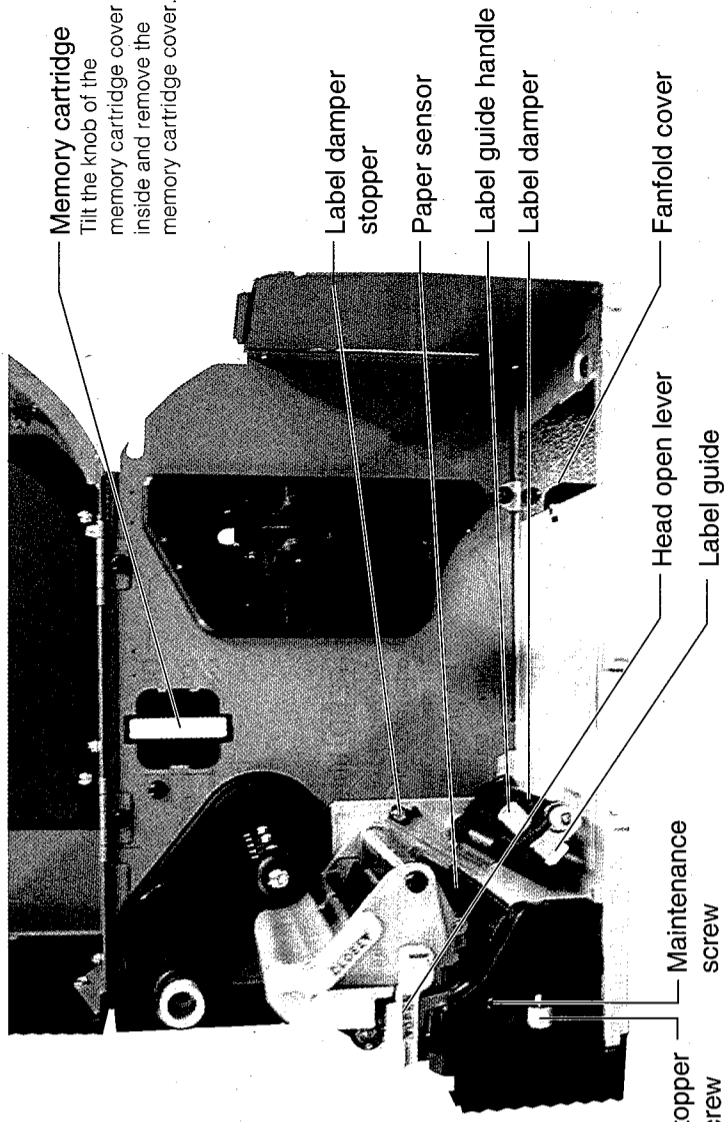
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In each setting mode, values are input, and the cursor moves.

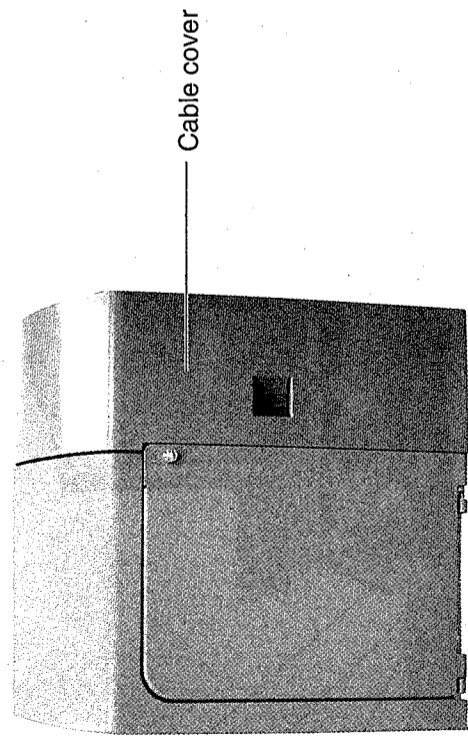
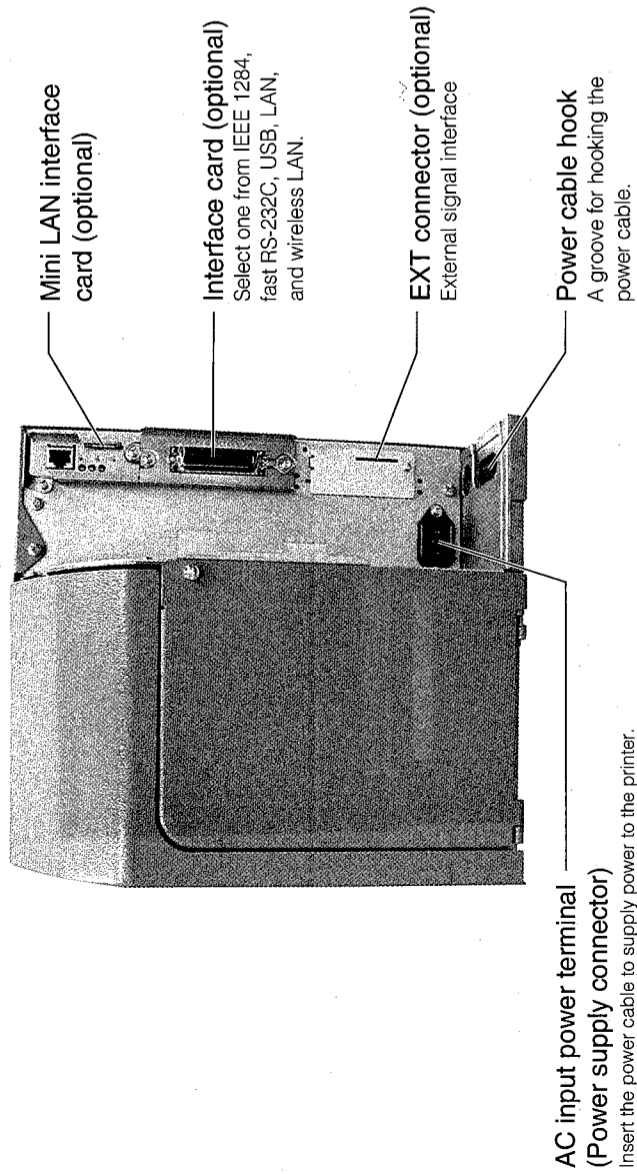
ENTER
Confirms the choice of a selection or value.

CANCEL
Cancels printing data. In each setting mode, you can return to the previous setting item.

Screwdriver for adjusting the volume



- Head close lever
- Printer head (consumable)
The component that transfers heat to the ribbon or media for printing. Maintain periodically.
- Platen roller (consumable)
Feeds the paper. Maintain periodically.
- Label guide handle



How to remove the cable cover
Press the catch of the cable cover, slide it sideways, and remove.